



County of Los Angeles CHIEF EXECUTIVE OFFICE

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<http://ceo.lacounty.gov>

WILLIAM T FUJIOKA
Chief Executive Officer

September 26, 2012

To: All Department Heads

From: William T Fujioka
Chief Executive Officer

A handwritten signature in black ink, appearing to be "WTF", is written over the printed name and title of the Chief Executive Officer.

RISK MANAGEMENT TECHNICAL BULLETIN

In an effort to improve communication of risk management issues and provide your risk management staff with relevant technical reminders, we will begin distributing "Risk Alert!" bulletins on a periodic basis. These will be distributed by email directly to your staff who handle risk management and human resources issues. The bulletins will also be posted on the CEO Risk Management Branch intranet site at <http://riskmanagement.mylacounty.info/>.

If you have any questions about these bulletins, please contact Steve NyBlom at 213-351-5346.

WTF:EFS:SY:ef

Attachment

c: Each Supervisor

Board of Supervisors
GLORIA MOLINA
First District

MARK RIDLEY-THOMAS
Second District

ZEV YAROSLAVSKY
Third District

DON KNABE
Fourth District

MICHAEL D. ANTONOVICH
Fifth District

09.25.12 dh risk management technical bulletin

"To Enrich Lives Through Effective And Caring Service"

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Intra-County Correspondence Sent Electronically Only**



SEPTEMBER 2012

RISK ALERT!

CHIEF EXECUTIVE OFFICE - RISK MANAGEMENT BRANCH

FOUNDATION OF A BEST IN CLASS EARLY RETURN-TO-WORK PROGRAM



Much has been said about the benefit of workers' compensation early return-to-work programs and how such programs improve the situation of injured workers and reduce costs to employers. A fundamental requirement to establishing a best in class program is communicating with injured workers in a respectful, kind, consistent, and knowledgeable manner.

Department Return-to-Work staff should:

- Communicate with the injured employee early and provide them with information related to early return-to-work and the workers' compensation third party administrator.
- Become a resource and provide the injured employee with your contact information and return phone calls.

- Emphasize the collaborative nature of the early return-to-work process.
- Engage the workers' compensation third party administrator to obtain work restrictions and capacities from the treating physician.
- Work with the injured workers' supervisor to research and evaluate possible accommodations.
- Communicate temporary alternate or modified positions to the injured employee in a positive manner.
- Convey your willingness to assist the injured employee if problems arise during the workers' compensation process.



USEFUL RESOURCES:

Disability Management & Return-to-Work Self-Assessment Tools:
http://ceo.lacounty.gov/RTW/SAT/sat_default.htm

Return-to-Work Manual:
<http://ceo.lacounty.gov/RTW/pdf/RTW%20Reference%20Manual.pdf>

Model Interactive Process Documents:
<http://ceo.lacounty.gov/RTW/ipmeeting.html>

Tip for Managers:

Conduct periodic self-assessments of a random sampling of departmental RTW files.



Return to Work